

**Standard Operating Procedures
Soldier Family Life Consultants**

27 FEB 2006

CFSC-FP

1. **PURPOSE.** This Standing Operating Procedure (SOP) establishes policy and provides guidance for administration of Soldier and Family Life Consultants

2. **APPLICABILITY.** This SOP is applicable to Agency Points of Contact requesting and in receipt of services of Soldier and Family Life Consultants.

3. **BACKGROUND.**

a. The Office of the Secretary of Defense (OSD) recognized an emerging need to provide informal support to Soldiers and families in addition to the resident counseling services at installations. OSD funded a program to provide support to families of extended 1st Armored Division (1AD) Soldiers. The tremendous success of the program in United States Army Europe (USAREUR) has resulted in a Department of the Army (DA) initiative to replicate the program worldwide.

b. The Soldier Family Life Consultants (SFLC) Program utilizes licensed clinicians, with Masters degrees and at least five years of experience in Social Work, Counseling or a related clinical discipline. Consultants are trained on military specific topics including a basic orientation to the deployment cycle, military culture, the chain of command, and reporting requirements in accordance with (IAW) AR 608-18, the Army Family Advocacy Program (FAP).

c. The goal is to prevent family distress by providing education and information on family dynamics, parent education, available support services, and the effects of stress and positive coping mechanisms. The consultants aid in supporting the Reintegration and Reunion Deployment Cycle and provide a team concept to assist Soldiers families and civilians within military communities. The US Army Community and Family Support Center (USACSF) is responsible for the administration of the Army program.

3. **Responsibilities.**

a. **Government.**

(1) Army Community Service (ACS), Guard, Reserve and designated government agencies/organizations are Points of Contact (POC) for this Program. Individual SFLC may be placed on or near military communities. The SFLC may provide a range of services to include educational classes, support groups, briefings may be provided to Family Readiness Group leaders, Rear detachment Commanders and other community staff. Service members and family members

may be seen in a variety of settings, both formal and informal to include DoDDs Schools, Family Readiness Groups, Family Centers, Chaplain Offices, Units and Child and Youth Programs. The SFLC may be used in a variety of ways to include 3-6 week rotations, permanent status, or rotate among installations/sites. Models for the use of SFLC are provided for your information (Encl 1), but the list is not all inclusive and SFLC may be utilized as deemed most beneficial by the government POC.

(2) POCs for the Program will ensure access of consultants to the communities where SFLC services are to be provided. This person will also maintain contact and coordinate with the SFLC Program Supervisor and raise for resolution any issues that cannot be solved locally. The POC will serve as the conduit for all community contact and coordination for the consultants. This person will ensure that a variety of logistical and communication activities are in place for the consultants. The following list is not all-inclusive:

(a) Access to installations—POCs will ensure community access for SFLC. Consultants are responsible for their own transportation at all times.

(b) Community Orientation—this includes viewing the geography of all locations, understanding the demographics, and courtesy visits to unit commanders and senior enlisted staff.

(c) Reporting Procedures—SFLCs will follow designated Duty-to-Warn procedures (Encl 2).

(d) Logistics Space, etc.—Designated POC will arrange for space to be available to the consultants and a place to meet with individuals. Access to phone and computer/e-mail capability will be provided.

(e) Work-hours—Designated POC will coordinate work schedule with consultants. Normal work schedule is up to 40 hours per week. Situations and/or meetings, briefings and appointments may extend the daily working hours. If possible, two consecutive days off will be taken.

(f) On-call procedures—Consultants may be requested to serve as on-call responders. The designated POC will outline procedures if this is required.

(3) POCs will provide program feedback via instruments designed by the contractor.

b. Contractor Responsibilities.

(1) The contractor will ensure all SFLC complete a basic orientation, either by phone or over the Internet. This will include, but is not limited to:

(a) Army Family Team Building Levels I and II—available through <http://www.myarmylifetoo.org>, Guard Family Team Building Levels I and II—available through <http://www.guardfamily.org>, Army Reserve Family Program Academy Fundamentals—available through <http://www.ARFP.org>. This should be completed prior to arrival.

(b) Operation READY—information on the Army Family, Deployment, Mobilization, and Family Readiness Groups—available at <http://myarmylife too.org>.

(2) The contractor shall also ensure.

(a) Duty-to-Warn procedures are followed.

(b) Presentations, trainings, workshops, etc, shall be reviewed and approved by the government POC and shall not be presented without prior permission.

(c) Any contract employee considered by the POC to be a potential threat to the health, safety, security general well-being or operation mission of the installation/site and its population shall be immediately removed from the site, discharged and barred from future employment.

(d) Contract personnel shall present a neat appearance, be easily recognized as contract employees, be adequately rested and fully physically and mentally capable of performing the duties required under this contract and conduct themselves in a professional manner. Complaints may result in discharge.

(e) Contractor personnel make no use of any Government Facilities or other Government Property in connection with conducting a private practice or for any other use not associated with the performance of this contract.

(f) Personnel providing services are able to read write and speak English well enough to effectively communicate with individuals.

(g) Personnel shall have a criminal background check completed prior to providing services.

(h) Personnel shall not speak to the press without permission of the CFSC POC.

(i) Personnel will not provide mental health treatment.

(j) A "Program Lead " will be provided to oversee consultants, answer questions regarding consultants logistical support, pay, interaction with community agencies, and interface with designated POCs.

(k) Statistical data and trend information will be reported monthly thru contractor channels to the CFSC POC and not released by anyone without the expressed permission of the CFSC POC.

(l) Encounter forms will be filled out for each contact made, whether individual or group, and will state whether a referral was made, date of referral and with whom the referral was coordinated.

(m) Quarterly program analysis report will be provided to the CFSC, Region, Guard and Reserve POCs.

(n) Quarterly reports of participant and POC satisfaction will be provided to CFSC, Region, Guard and Reserve POC.

(3) Consultant responsibilities.

(a) To provide crisis intervention services when appropriate and referral and a "warm hand off" to the appropriate community/military resource.

(b) To provide personal and private interactions with individuals. A face-to-face, one-on-one meeting with a consultant should provide maximum privacy in which to freely explore ideas, feelings and behaviors. The consultant treats information received from the client as private and confidential except in cases of child abuse, domestic violence, elder abuse and threat of harm to self or others whereas Duty-to-Warn procedures will be followed.

(c) In group services, a consultant works with two or more clients. Group size generally ranges from five to eight members. In a group setting, group members have the opportunity to learn from each other. They can share ideas, give and receive feedback, increase their awareness, gain knowledge, practice skills and think about their goals and actions. Group discussions may be problem-centered, where attention is given to particular concerns or problems.

(d) Consultant will adhere to professional standards of conduct and ethical behavior.

(e) Provide individual face-to-face meetings in order to explore ideas, feelings, and behaviors.

(f) Use only approved materials.

(g) Suggest courses of age-appropriate behavioral techniques to enhance coping and behavioral skills.

(h) Provide supportive and consulting services for families/parents of the community including:

- educational presentations on requested topics
- individual guidance
- supportive/educational groups
- recommend referrals to family support groups, family counseling, and military social services as needed
- large troop presentations

(i) Attend parent teacher meetings if requested by teacher/parent, other school personnel.

(j) Provide educational presentations for adults, youth and adolescents on topics such as, but not limited to, the following:

- anger management
- time management
- interpersonal relationships
- divorce
- bullying
- fear and loss
- deployment and reintegration issues--conflict resolution
- shaken baby syndrome
- grief and trauma
- specialized training for new fathers
- postpartum depression
- single parenting
- family members with special needs
- child safety

- recognizing symptoms of PTSD and PTSS
- burnout
- working with children whose parents are deployed
- behavioral management techniques

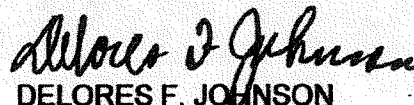
(k) Offer drop-in groups to facilitate discussions of the topics listed above and others as deemed appropriate.

(l) Provide presentations in a variety of settings to include, but not limited to the following:

- Churches/Synagogues/ Temples
- FRG meetings which may include home of FRG leader and other in home support group meetings (home visitation for one-on one consultation is prohibited)
- Community centers
- Hotel conference rooms
- Schools
- Federal and private agency conference rooms

(m) Consult with installation and community organizations to include, schools, medical treatment facilities, chaplains, commands to provide personnel with educational presentations or workshops based on issues that are pertinent to staff and families on issues such described in para 2 (8) above.

2 Encls


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